2021 Community Needs Assessment
Garfield and Grant Counties, Oklahoma

1. **Purpose**

   The purpose of a Community Needs Assessment is to identify and prioritize the needs and resources of a defined community or communities. Data is gathered from target populations and results are analyzed in order to understand the causes and conditions of poverty and changing population demographics. The agency's board and leadership use this data to design effective, outcome based programs that will alleviate poverty. The analyzed data is summarized in a report which can be used to provide justification, both to funders and the public, on the need for resources and how resources are being allocated to programs. The report also provides useful data to educate the public and community leaders about issues related to poverty.

2. Table of Contents

3. **OVERVIEW**

   A. <u>Agency Overview</u>

CDSA was founded in 1980 by a group of community volunteers who were interested in working to improve the lives of low-income families in Enid. Shortly thereafter, the group obtained 501(c)(3) nonprofit status and successfully petitioned the Oklahoma Department of Commerce to become a community action agency. Since that time, CDSA's board of directors and staff have worked with other community partners to achieve our mission. CDSA has become an important part of the communities we serve.

A.1 Mission

CDSA's mission is to work with others to identify needs, secure resources, and deliver services that improve lives in our communities.

A.2 Service Area

Our primary service area is Garfield and Grant Counties, Oklahoma. However, some of our programs serve much broader geographic area.

   B. <u>Data Methodology</u>

Community Action Agencies ("CAAs") must conduct three planning processes:

1. A *Community Needs Assessment* ("CNA") every 3 years identifying community needs;
2. A *Strategic Plan* ("SP") every 5 years setting agency priorities and outcomes; and
3. A *Community Action Plan* ("CAP") every year identifying the plan to implement programs that meet the community needs.

1. Community Needs Assessment	→	**2. Strategic Planning**	→	**3. Community Action Plan**
Identifies Needs		Sets Priorities		Identifies Activities

Community Needs Assessment

#	Timeline	Dates	Activity
1	2 months	Sept. – Oct.	Planning and developing survey
2	1 months	November	Collecting Data/Analyzing Demographics
3	2 months	November-December	Analyzing Data/Preparing Report
4	1 month	February 2021	Present Report
Total	**5 months**	**Sept.-January**	

Data Sources

1. **Surveys**-Surveys were administered and collected via email using the CAPtain survey tool, as well as through paper survey collected at the Non Profit Center. The survey was sent directly to people we serve and other interested parties and groups, including the required categories.

2. **Census Data-** US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2011-2015, US Census Bureau, Small Area Income Poverty Estimates. 2015,

3. **Employment and Education Data**-US Department of Labor, Bureau of Labor Statistics. 2017 – July, National Center for Education Statistics, NCES - Estimates of Low Literacy.

4. **Housing Data-** US Department of Housing and Urban Development. 2016-Q4 and survey of CDSA low-income tenants

5. **In Person Key Informant Interview-**Key Informants are people who are identified as having special knowledge about potential needs within the community.

6. **Focus Group-**An in-person group interview was conducted by CDSA staff with unsheltered individuals.

Sample Size Goals

Sectors

Garfield County

Faith Based (61) size: 29

*Low Income (1,939) size: 66

Community based (22) size: 17

Education (17) size: 14

Grant County

Faith Based (10) size: 9

*Low-income (138) size: 46

Community Based (2) size: 17

Education (1) size: 1

*Used number of families under poverty level

Private and Public sector

While there is no current method for determining sample size for this sector, the

assessment included 29 surveys from the private sector and from the 185 from the public sector.

Surveys Received

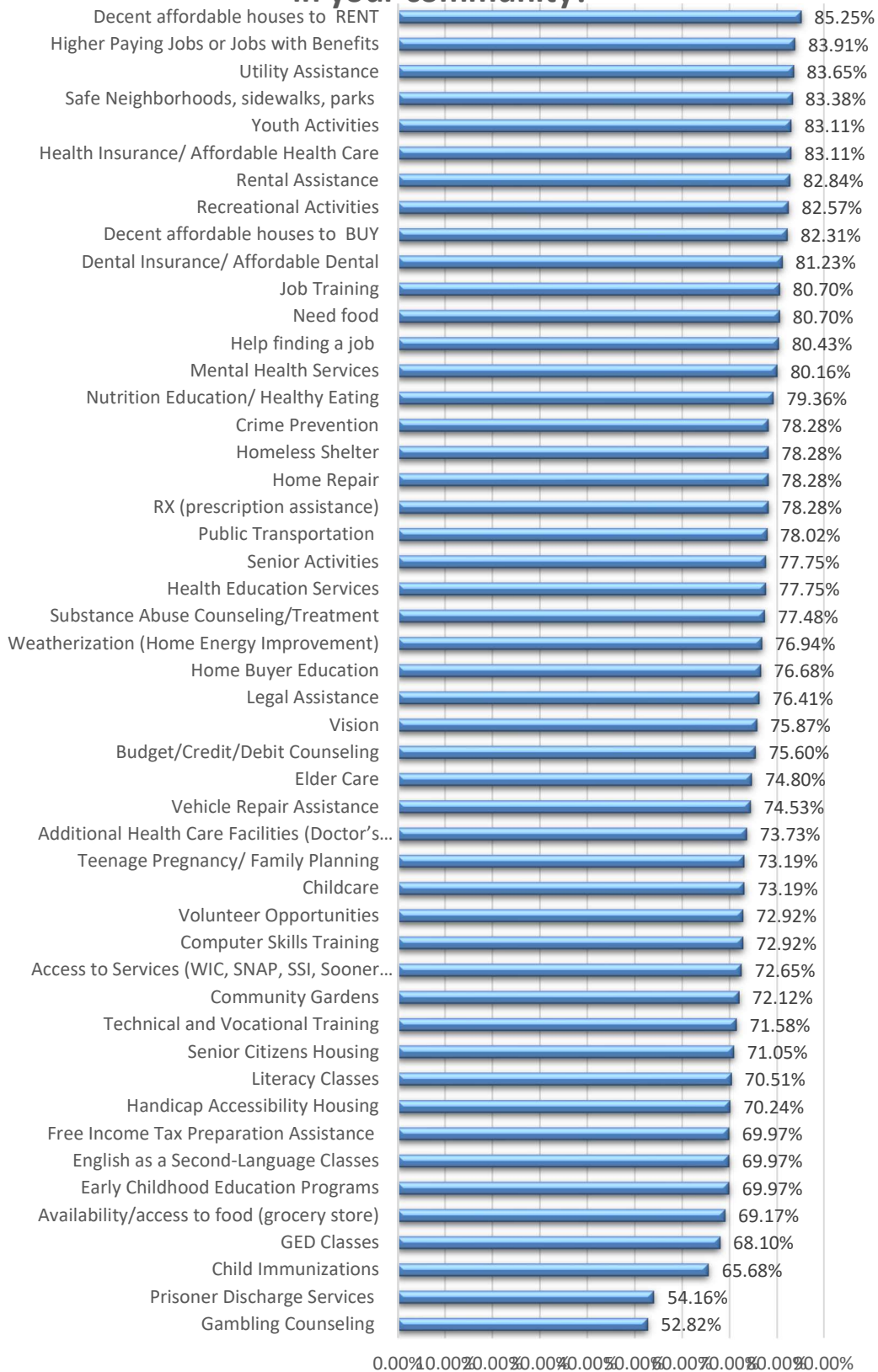| Classification	Number
Low-Income	193
Key Informant	6
Unsheltered Focus Group Low Income	6
CDSA Board Member	9
Agency Volunteer	6
Educational institution representative	38
Governmental representative	12
Private Sector	7
Faith Based Sector	29
Community based organization representative	41
General Public	185
TOTAL Surveys	**379**

Summary

According to our survey respondents, the number one greatest area of need in our communities is a need for decent affordable houses to rent. Higher paying jobs with benefits was the second highest need. Job training was also listed (12th) as a great need by the majority of respondents. Many who live in poverty don't have the skills they need to access higher paying jobs if they were available. Because of our low skilled workforce, it is difficult for us to attract industry that pays better.

The first through tenth highest rated great need areas are:

1. Decent affordable houses to rent   level of need 85.25%
2. Higher paying jobs with benefits   level of need 83.91%
3. Utility assistance   level of need 83.65%
4. Safe neighborhoods/sidewalks, parks   level of need 83.38%
5. Health Insurance/Affordable Care   level of need 83.11%
6. Youth Activities   level of need 83.11%
7. Rental Assistance   level of need 82.82%
8. Recreational Activities   level of need 82.57%
9. Decent affordable houses to buy   level of need 83.21%
10. Dental Insurance/Affordable Dental   level of need 81.23

Q15. How much does each item rate as a need in your community?

Item	Percentage
Decent affordable houses to RENT	85.25%
Higher Paying Jobs or Jobs with Benefits	83.91%
Utility Assistance	83.65%
Safe Neighborhoods, sidewalks, parks	83.38%
Youth Activities	83.11%
Health Insurance/ Affordable Health Care	83.11%
Rental Assistance	82.84%
Recreational Activities	82.57%
Decent affordable houses to BUY	82.31%
Dental Insurance/ Affordable Dental	81.23%
Job Training	80.70%
Need food	80.70%
Help finding a job	80.43%
Mental Health Services	80.16%
Nutrition Education/ Healthy Eating	79.36%
Crime Prevention	78.28%
Homeless Shelter	78.28%
Home Repair	78.28%
RX (prescription assistance)	78.28%
Public Transportation	78.02%
Senior Activities	77.75%
Health Education Services	77.75%
Substance Abuse Counseling/Treatment	77.48%
Weatherization (Home Energy Improvement)	76.94%
Home Buyer Education	76.68%
Legal Assistance	76.41%
Vision	75.87%
Budget/Credit/Debit Counseling	75.60%
Elder Care	74.80%
Vehicle Repair Assistance	74.53%
Additional Health Care Facilities (Doctor's…	73.73%
Teenage Pregnancy/ Family Planning	73.19%
Childcare	73.19%
Volunteer Opportunities	72.92%
Computer Skills Training	72.92%
Access to Services (WIC, SNAP, SSI, Sooner…	72.65%
Community Gardens	72.12%
Technical and Vocational Training	71.58%
Senior Citizens Housing	71.05%
Literacy Classes	70.51%
Handicap Accessibility Housing	70.24%
Free Income Tax Preparation Assistance	69.97%
English as a Second-Language Classes	69.97%
Early Childhood Education Programs	69.97%
Availability/access to food (grocery store)	69.17%
GED Classes	68.10%
Child Immunizations	65.68%
Prisoner Discharge Services	54.16%
Gambling Counseling	52.82%

0.00% 10.00% 20.00% 30.00% 40.00% 50.00% 60.00% 70.00% 80.00% 90.00%

Prioritized Needs

Top three priorities and rationale:

1. CDSA will work to increase the supply of high quality affordable rentals using HOME Investment Partnership funding.

   Rationale- Purchasing and rehabilitating housing increases the housing stock available to address the number one need. We have a long record of success in this area and no other local agencies are working to address this need.

2. CDSA will operate employment and training programs that support increased job skills and support the work of economic development entities.

   Rationale- Our role in economic development and increasing the quantity of higher paying jobs is to increase the skills of our workforce. Improvement in workforce will support economic development.

3. CDSA will continue to operate emergency assistance programs that provide utility assistance.

   Rationale- Loss of utilities is a contributor to homelessness. One families become homeless, it is much more difficult to help them stabilize.

Agency Programs and Services CDSA is a Community Action Agency and United Way partner agency. We focus on anti-poverty programs that include early childhood services, self-sufficiency based services and community planning and development.

Current programs:

Early Childhood Resource Center

      The Diaper Bank

      Safe Sleep Program

      Developmental Assessments

      Child Care Resource and Referral

      Parent groups

Housing

      Weatherization

      Emergency repair

      Handicap accessibility

      Emergency shelter

      Housing counseling

Emergency Assistance

       Rent and utility assistance

       Prescription assistance

       Homeless hygiene kits

       Eyeglasses

Rx for Oklahoma

YouthBuild

       AmeriCorps

       OHSA safety training

       High School Diploma program

       Job training and credentials

       Community service and leadership training

Supported Employment

Family Advocacy

Be Fit Kids

Community Planning and Development

       Support of community collaborations via the Human Services Alliance

       Research and development of new services to meet community needs.

Garfield County, Oklahoma

2019 Population Estimates
61,056
Source: Vintage 2019 Population Estimates

Median Household Income
$ 54,006
Source: 2015-2019 American Community Survey 5-Year Estimates

Persons in poverty, percent
12.7 %
Source: 2019 Small Area Income and Poverty Estimates (SAIPE)

Educational Attainment: Percent high school graduate or higher
87.9 %
Source: 2015-2019 American Community Survey 5-Year Estimates

Persons without health insurance, under age 65 years, percent
17.4 %
Source: Source: 2018 Small Area Health Insurance Estimates (SAHIE)

Median Housing Value
$ 112,600
Source: 2015-2019 American Community Survey 5-Year Estimates

Total Housing Units
26,803
Source: 2015-2019 American Community Survey 5-Year Estimates

Number of Firms
5,447
Source: 2012 Survey of Business Owners: Company Summary

Veterans
4,056
Source: 2015-2019 American Community Survey 5-Year Estimates

Percent of households with a broadband Internet subscription
78.2 %
Source: 2015-2019 American Community Survey 5-Year Estimates

Grant County, Oklahoma

2019 Population Estimates
4,333
Source: Vintage 2019 Population Estimates

Median Household Income
$ 57,727
Source: 2015-2019 American Community Survey 5-Year Estimates

Persons in poverty, percent
11.2 %
Source: 2019 Small Area Income and Poverty Estimates (SAIPE)

Educational Attainment: Percent high school graduate or higher
90.7 %
Source: 2015-2019 American Community Survey 5-Year Estimates

Persons without health insurance, under age 65 years, percent
14.5 %
Source: Source: 2018 Small Area Health Insurance Estimates (SAHIE)

Median Housing Value
$ 81,000
Source: 2015-2019 American Community Survey 5-Year Estimates

Total Housing Units
2,469
Source: 2015-2019 American Community Survey 5-Year Estimates

Number of Firms
364
Source: 2012 Survey of Business Owners: Company Summary

Veterans
391
Source: 2015-2019 American Community Survey 5-Year Estimates

Percent of households with a broadband Internet subscription
71.3 %
Source: 2015-2019 American Community Survey 5-Year Estimates

Income and Poverty
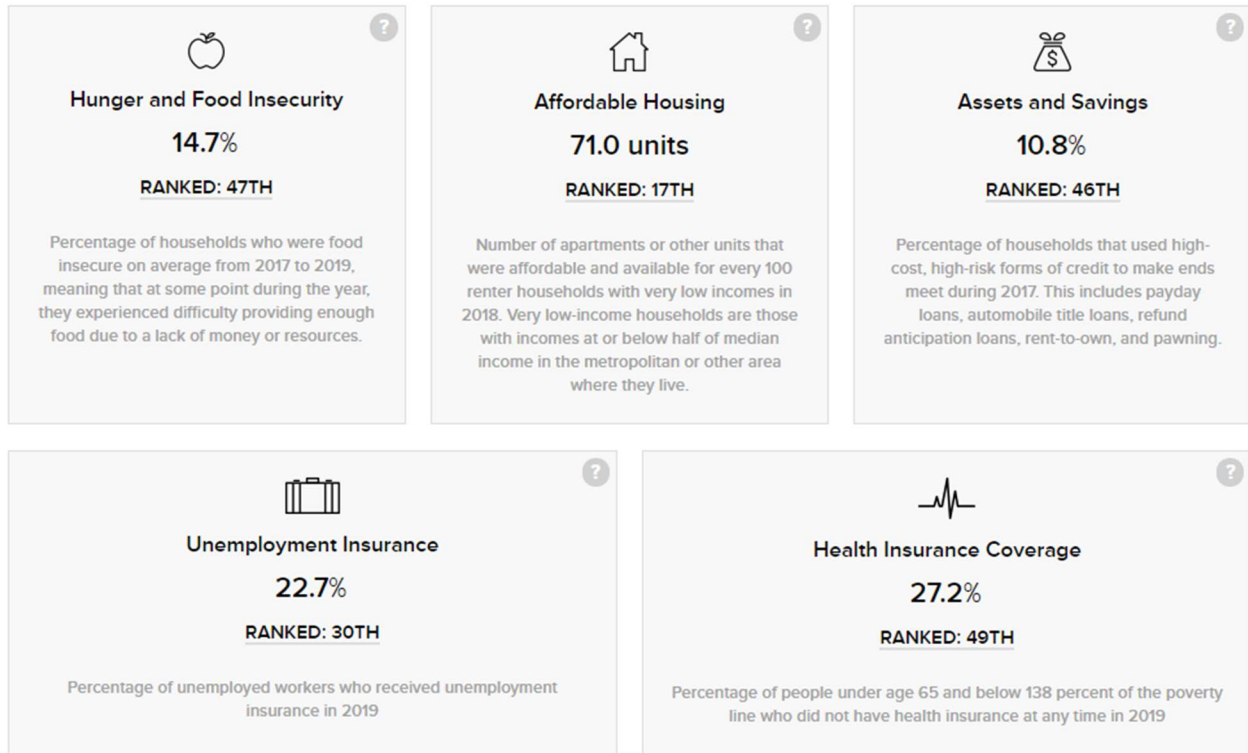
U. S. Federal Poverty Guidelines

The poverty guidelines may be formally referenced as "the poverty guidelines updated periodically in the Federal Register by the U.S. Department of Health and Human Services under the authority of 42 U.S.C. 9902(2)."

2020 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
For families/households with more than 8 persons, add $4,480 for each additional person.	
1	$12,760
2	$17,240
3	$21,720
4	$26,200
5	$30,680
6	$35,160
7	$39,640
8	$44,120

According to The Center for American Progress, Oklahoma is ranked 47th for hunger and food insecurity, 17th for affordable housing, and 46th, for assets and savings. In addition, Oklahoma is ranked 47th for poverty. African Americans and Native Americans are disproportionately impacted by poverty in our state.

The following graphs are from the 2020 report on Oklahoma prepared by the Center.
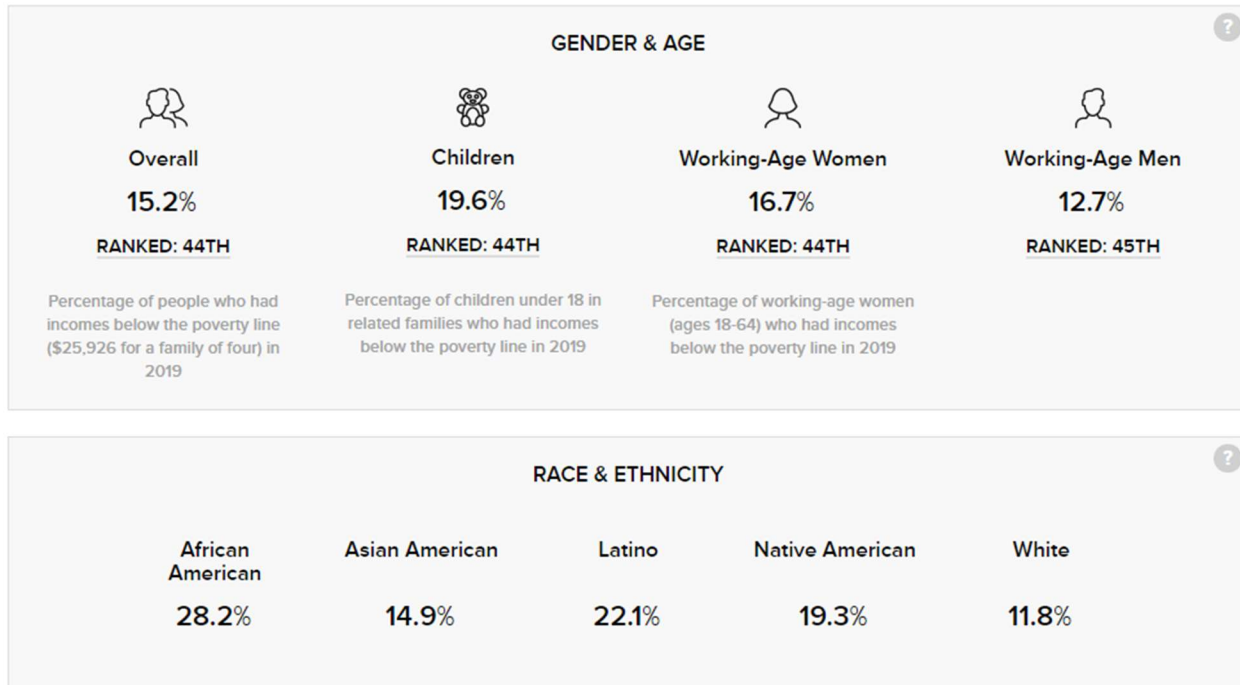
PROMOTING FAMILY ECONOMIC SECURITY

Hunger and Food Insecurity
14.7%

RANKED: 47TH

Percentage of households who were food insecure on average from 2017 to 2019, meaning that at some point during the year, they experienced difficulty providing enough food due to a lack of money or resources.

Affordable Housing
71.0 units

RANKED: 17TH

Number of apartments or other units that were affordable and available for every 100 renter households with very low incomes in 2018. Very low-income households are those with incomes at or below half of median income in the metropolitan or other area where they live.

Assets and Savings
10.8%

RANKED: 46TH

Percentage of households that used high-cost, high-risk forms of credit to make ends meet during 2017. This includes payday loans, automobile title loans, refund anticipation loans, rent-to-own, and pawning.

Unemployment Insurance
22.7%

RANKED: 30TH

Percentage of unemployed workers who received unemployment insurance in 2019

Health Insurance Coverage
27.2%

RANKED: 49TH

Percentage of people under age 65 and below 138 percent of the poverty line who did not have health insurance at any time in 2019

Population: 3,841,763   Number in Poverty: 583,029

POVERTY RATE

GENDER & AGE

Overall
15.2%

RANKED: 44TH

Percentage of people who had incomes below the poverty line ($25,926 for a family of four) in 2019

Children
19.6%

RANKED: 44TH

Percentage of children under 18 in related families who had incomes below the poverty line in 2019

Working-Age Women
16.7%

RANKED: 44TH

Percentage of working-age women (ages 18-64) who had incomes below the poverty line in 2019

Working-Age Men
12.7%

RANKED: 45TH

RACE & ETHNICITY

African American	Asian American	Latino	Native American	White
28.2%	14.9%	22.1%	19.3%	11.8%

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Garfield County

ℹ Population estimates, July 1, 2019, (V2019)	61,056
ℹ Population, Census, April 1, 2010	60,580
Age and Sex	
ℹ Persons under 5 years, percent	⚠ 7.2%
ℹ Persons under 18 years, percent	⚠ 25.7%
ℹ Persons 65 years and over, percent	⚠ 16.5%
ℹ Female persons, percent	⚠ 49.8%
Race and Hispanic Origin	
ℹ White alone, percent	⚠ 84.3%
ℹ Black or African American alone, percent (a)	⚠ 3.2%
ℹ American Indian and Alaska Native alone, percent (a)	⚠ 3.3%
ℹ Asian alone, percent (a)	⚠ 1.3%
ℹ Native Hawaiian and Other Pacific Islander alone, percent (a)	⚠ 3.8%
ℹ Two or More Races, percent	⚠ 4.1%
ℹ Hispanic or Latino, percent (b)	⚠ 13.2%
ℹ White alone, not Hispanic or Latino, percent	⚠ 73.1%
Population Characteristics	
ℹ Veterans, 2015-2019	4,056
ℹ Foreign born persons, percent, 2015-2019	8.2%
Housing	
ℹ Housing units, July 1, 2019, (V2019)	26,775
ℹ Owner-occupied housing unit rate, 2015-2019	65.8%
ℹ Median value of owner-occupied housing units, 2015-2019	$112,600
ℹ Median selected monthly owner costs -with a mortgage, 2015-2019	$1,124
ℹ Median selected monthly owner costs -without a mortgage, 2015-2019	$379
ℹ Median gross rent, 2015-2019	$856
ℹ Building permits, 2019	26
Families & Living Arrangements	
ℹ Households, 2015-2019	23,541
ℹ Persons per household, 2015-2019	2.56
ℹ Living in same house 1 year ago, percent of persons age 1 year+, 2015-2019	84.6%
ℹ Language other than English spoken at home, percent of persons age 5 years+, 2015-2019	12.8%
Computer and Internet Use	
ℹ Households with a computer, percent, 2015-2019	88.0%

Education	
ⓘ High school graduate or higher, percent of persons age 25 years+, 2015-2019	87.9%
ⓘ Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	22.9%
Health	
ⓘ With a disability, under age 65 years, percent, 2015-2019	10.5%
ⓘ Persons without health insurance, under age 65 years, percent	⚠ 17.4%
Economy	
ⓘ In civilian labor force, total, percent of population age 16 years+, 2015-2019	62.0%
ⓘ In civilian labor force, female, percent of population age 16 years+, 2015-2019	55.4%
ⓘ Total accommodation and food services sales, 2012 ($1,000) (c)	112,651
ⓘ Total health care and social assistance receipts/revenue, 2012 ($1,000) (c)	426,950
ⓘ Total manufacturers shipments, 2012 ($1,000) (c)	1,668,737
ⓘ Total merchant wholesaler sales, 2012 ($1,000) (c)	D
ⓘ Total retail sales, 2012 ($1,000) (c)	926,777
ⓘ Total retail sales per capita, 2012 (c)	$15,146

Transportation	
ⓘ Mean travel time to work (minutes), workers age 16 years+, 2015-2019	18.0
Income & Poverty	
ⓘ Median household income (in 2019 dollars), 2015-2019	$54,006
ⓘ Per capita income in past 12 months (in 2019 dollars), 2015-2019	$28,333
ⓘ Persons in poverty, percent	⚠ 12.7%

🏭 BUSINESSES

Businesses	
ⓘ Total employer establishments, 2018	1,629
ⓘ Total employment, 2018	21,485
ⓘ Total annual payroll, 2018 ($1,000)	890,272
ⓘ Total employment, percent change, 2017-2018	-0.1%
ⓘ Total nonemployer establishments, 2018	4,445
ⓘ All firms, 2012	5,447
ⓘ Men-owned firms, 2012	3,090
ⓘ Women-owned firms, 2012	1,564
ⓘ Minority-owned firms, 2012	595
ⓘ Nonminority-owned firms, 2012	4,599
ⓘ Veteran-owned firms, 2012	624
ⓘ Nonveteran-owned firms, 2012	4,376

🌐 GEOGRAPHY

Geography	
ⓘ Population per square mile, 2010	57.2
ⓘ Land area in square miles, 2010	1,058.47

Grant County

ℹ Population estimates, July 1, 2019, (V2019)	4,333
ℹ Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	-4.4%
ℹ Population, Census, April 1, 2010	4,527
Age and Sex	
ℹ Persons under 5 years, percent	⚠ 6.1%
ℹ Persons under 18 years, percent	⚠ 24.0%
ℹ Persons 65 years and over, percent	⚠ 22.3%
ℹ Female persons, percent	⚠ 50.4%
Race and Hispanic Origin	
ℹ White alone, percent	⚠ 91.9%
ℹ Black or African American alone, percent (a)	⚠ 1.5%
ℹ American Indian and Alaska Native alone, percent (a)	⚠ 3.0%
ℹ Asian alone, percent (a)	⚠ 0.3%
ℹ Native Hawaiian and Other Pacific Islander alone, percent (a)	⚠ Z
ℹ Two or More Races, percent	⚠ 3.3%
ℹ Hispanic or Latino, percent (b)	⚠ 5.8%
ℹ White alone, not Hispanic or Latino, percent	⚠ 86.9%
Population Characteristics	
ℹ Veterans, 2015-2019	391
ℹ Foreign born persons, percent, 2015-2019	0.9%
Housing	
ℹ Housing units, July 1, 2019, (V2019)	2,467
ℹ Owner-occupied housing unit rate, 2015-2019	76.6%
ℹ Median value of owner-occupied housing units, 2015-2019	$81,000
ℹ Median selected monthly owner costs -with a mortgage, 2015-2019	$948
ℹ Median selected monthly owner costs -without a mortgage, 2015-2019	$354
ℹ Median gross rent, 2015-2019	$720
ℹ Building permits, 2019	4
Families & Living Arrangements	
ℹ Households, 2015-2019	1,736
ℹ Persons per household, 2015-2019	2.47
ℹ Living in same house 1 year ago, percent of persons age 1 year+, 2015-2019	89.7%
ℹ Language other than English spoken at home, percent of persons age 5 years+, 2015-2019	2.8%
Computer and Internet Use	
ℹ Households with a computer, percent, 2015-2019	86.1%

Education	
🛈 High school graduate or higher, percent of persons age 25 years+, 2015-2019	90.7%
🛈 Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	24.6%
Health	
🛈 With a disability, under age 65 years, percent, 2015-2019	11.2%
🛈 Persons without health insurance, under age 65 years, percent	⚠ 14.5%
Economy	
🛈 In civilian labor force, total, percent of population age 16 years+, 2015-2019	58.8%
🛈 In civilian labor force, female, percent of population age 16 years+, 2015-2019	53.2%
🛈 Total accommodation and food services sales, 2012 ($1,000) (c)	D
🛈 Total health care and social assistance receipts/revenue, 2012 ($1,000) (c)	5,069
🛈 Total manufacturers shipments, 2012 ($1,000) (c)	2,079
🛈 Total merchant wholesaler sales, 2012 ($1,000) (c)	69,642
🛈 Total retail sales, 2012 ($1,000) (c)	D
🛈 Total retail sales per capita, 2012 (c)	NA
Transportation	
🛈 Mean travel time to work (minutes), workers age 16 years+, 2015-2019	18.3
Income & Poverty	
🛈 Median household income (in 2019 dollars), 2015-2019	$57,727
🛈 Per capita income in past 12 months (in 2019 dollars), 2015-2019	$28,815
🛈 Persons in poverty, percent	⚠ 11.2%

Businesses	
🛈 Total employer establishments, 2018	123
🛈 Total employment, 2018	898
🛈 Total annual payroll, 2018 ($1,000)	39,488
🛈 Total employment, percent change, 2017-2018	15.0%
🛈 Total nonemployer establishments, 2018	350
🛈 All firms, 2012	364
🛈 Men-owned firms, 2012	202
🛈 Women-owned firms, 2012	124
🛈 Minority-owned firms, 2012	F
🛈 Nonminority-owned firms, 2012	328
🛈 Veteran-owned firms, 2012	F
🛈 Nonveteran-owned firms, 2012	317

🌐 GEOGRAPHY	
Geography	
🛈 Population per square mile, 2010	4.5
🛈 Land area in square miles, 2010	1,000.87

Trends

Garfield County-Garfield County population is 61,056 and was 60,580 in 2010. The 2020 population is a reduction from 2015 (from 63,091). This decline is probably related to a decline in area oil and gas production since 2015 and the loss of a major employer

(Continental Resources). However, poverty continues to remain high in Garfield County. Garfield County is trending toward slow growth.

In Grant County, population continues to decline. Historical review shows that Grant County population peaked in 1910 at 18,760. 2017 population is 4,333 currently, down from 4,501 in 2015. Grant County has an older population, with 22.3% over age 65 and only 6.1% under age five. Grant County is trending toward an older and smaller population.

Assessment Profile-Prioritized Needs

CDSA analyzed demographic data and survey data as well as gathered information from community experts in order to determine the top needs we should focus on in the short term.

Following, we have provided a matrix that identifies the top five needs, contributing factors, community assets as resources, and our plans for addressing the identified needs. This information assisted us in selecting the top three needs identified on page seven of the report.

Identified Need	Contributing Factors	Community Assets/ Resources	Plan
1. Decent and Affordable Housing-Family Need (85.25 level of need-top need)	• **Rents have not fallen after rapid rise due to boom.** • **Lack of high quality affordable rentals**	New tax credit, senior, and market rate developments	Increase rental stock through HOME program.
2.People need higher paying jobs with benefits- Family Need (83.91 level of need)	• **Many area industry jobs do not require high skills** • **The area workforce does not have the skills necessary to attract higher skilled and higher paying jobs.** • **Wages have not kept up with rising area costs** • **Lack of job skills** Why do we not have more high skill jobs? (1) Traditional agriculture/oil and gas industry base (2) Location (3) Lack of high skill workers Why have wages not kept up with rising costs? (1) The most rapidly rising cost is rent. Some wages did rise during the economic boom and many could afford the higher rents. Those that are most impacted are single moms who did not benefit from the economic boom in the oil and gas industry. Why do workers have low job skills? (1) Lack of reading, writing, and math skills need for training Lack of money to pay for training	Existing industry, particularly medical service hub industry, does have high skill jobs and many lower skill jobs. Oil and Gas Industry also has many high skill jobs and lower skill jobs. Multiple level jobs are also scattered across diverse industrial employers.	CDSA should concentrate on employment and training services and continue to help workers increase their reading, writing, and math skills through a high school graduation program. CDSA should seek ways to expand basic skills learning across the community.

3. People need emergency assistance for rent and utilities- Family Need (83.65 level of need)	• **This has been an ongoing problem for families in crisis who make low wages. It has been exacerbated by the Covid-19 pandemic.**	Private funders, public funders, CDSA reserve funds.	CDSA should continue to work with others to provide emergency services to families in crisis.
4.People need safe neighborhoods, sidewalks, parks- (community need) (83.38 level of need)	• **Deteriorated sidewalks in older neighborhoods** • **High crime rates in low-income areas that need redevelopment with high quality affordable housing.** • **High need for outside recreation during pandemic** • **High use of area parks and fields during summer sports seasons.**	City of Enid has been renovating parks and created a new skate park this year.	CDSA should provide support to community collaborative groups to identify possible solutions and continue to support YouthBuild program's community leadership initiatives.
5.Youth need activities- community need(83.11 level of need)	• **Enid is a somewhat isolated location, far from other cities** • **The Covid-19 pandemic has impacted the ability of youth to socialize** • **Enid does not have a youth center**	City of Enid and others are working to develop a youth center.	CDSA should support the development of the youth center and continue to grow the YouthBuild program.

Need	Outcome	Potential partner/provider
1. Decent and Affordable Housing-(family need)	Number of units developed or maintained	CDSA Housing Program, City of Enid, Private Developers, Housing Counseling Services
2.People need higher paying jobs-(family need)	Self-sufficient employment	Oklahoma Works, Supported Employment, WIOA, Autry Tech, NOC, NWOSU
3.People need emergency assistance	Number of families that maintain housing	City of Enid, Catholic Charities, Salvation Army,
4. People need safe neighborhoods, sidewalks, parks-(community need)	Number of new initiatives, completed projects	City of Enid, County Governments, Police forces, Sheriff.
5.Youth need activities-community need	Number of new initiatives, completed projects	City of Enid, YB, County Govts., Churches, Nonprofits.

Agency data for services currently being delivered

CDSA currently provides numerous services targeted at the reduction of poverty. Outcomes are identified for each of these services. Numbers reaching outcomes are described below:

Emergency Assistance/Referral Services

- 600 People receive referral services to community programs

- 10 People receive glasses

Early Childhood Services

- 150 Childcare Providers complete training

- 450 Families receive emergency diapers (approx. 50,000 total diapers)

- 75 Families receive parent support

165   Developmental screenings are completed

300   Children learn about health activity, complete Buzz Run

Affordable Health Care

200   People receive long-term prescription assistance

100   People receive emergency medications

50   People receive mental health meds after discharge, prior to outpatient appointment

10   People receive medical supplies/equipment

Employment/Training

5   People with disabilities become employed

20   Youth earn a high school diploma

28   Youth earn educational awards

20   Youth become employed

Housing

46   Units of housing are maintained

18   Homeless families move to permanent housing

10   People receive handicap access services and remain in their home

300   People receive homeless prevention services

16   Families reduce their energy use through weatherization

50   Families receive emergency repair services and remain in their homes

Non-Profit Center/Community Development

400   Community collaborative meetings are held in free space

4   Nonprofits co-locate and share space, reducing operating costs

2   Nonprofit organizations receives mentoring/development services

5   Community organizations receive CDSA staff support

Results of Customer Service Surveys

CDSA has incorporated customer service standards that are widely understood throughout the agency. All coordinators are empowered to recognize excellent customer service by awarding "hour off cards".

Customer service survey cards are distributed by all staff and also collected at the front desk. I slotted box on the front desk allows customers to deposit their survey anonymously. Following are the results for January- December 2020. Comment cards are reviewed by the executive director and kept on file for 6 months.

JANUARY 1, 2020 THRU DECEMBER 31ST, 2020

Please rate your experience   Your opinion is extremely valuable and greatly appreciated.

Name (optional-complete if you require follow

	Happy	Neutral	Sad	N/A
Courteous and professional	100	1 (Neutral)	(Sad)	
Helpful and understanding of your needs	101 (Happy)	1 (Neutral)	(Sad)	
Issue dealt with in a timely manner	99 (Happy)	3 (Neutral)	0 (Sad)	
Knowledge and competence	101 (Happy)	1 (Neutral)	(Sad)	
Satisfaction with the overall experience	100	1		

Comments (negatives, improvements, praise)

Sampling of customer comments:

Awesome. Keep up the awesome work
Buffy very helpful.
Most helpful in a crisis situation.
Thanks for everything.
I'm so thankful for everything.

Keep up the great work, because you are doing excellent!
Very helpful! Me and my family are very thankful.
Thankful for all the help
Great help. TY.
You have a wonderful staff. ThX.
Very informative.
Great and friendly. Helpful
Great service.
I am very thankful for the help I have received.
Very helpful. Thank you.
This is an amazing program. Thank you. (DB)
Love them.
Thank you all for helping our family. We appreciate it so much.
I think CDSA is the best!
If I didn't always have to get baby out in the cold to walk there.
Very sweet people.
I like how when we say something about a person the situation is solved later that day (YB).
That everyone is not the same, we all run at our own pace. (YB)
I love you all! (YB)
The team is incredible (HC).
Very helpful, informative, I will tell everyone in Enid. Thank you.
Thank you Cindy and Debbie for taking the time to help me out in the time of need during Covid.
I loved working with Ms. Debbie Campbell. She is amazing.
Very personable, kind and understanding.
I want to say thank you to the rare individuals in my life who have listened without judgement, spoken without prejudice, helped me without entitlement, understood without pretension, and loved me without conditions. (YB)

There were few negative comments about service. CDSA staff understands that while we cannot help everyone with exactly what they request or need, the way we deliver our services is important. We are committed to delivering professional services quickly and with kindness.

How Customer Satisfaction is used in the needs assessment process:

Customer satisfaction is regularly reported to the CDSA board of directors and used as a tool to improve services. Surveys highlight areas where we excel as well as areas where we might improve. Customer satisfaction is considered critical information when determining whether or not our services are delivered in the appropriate manner to meet customer needs. Poor satisfaction could result in program redesign.

Sources

<u>Data Sources</u>

1. **Surveys**-Surveys were administered and collected via Survey Monkey (on-line survey design and collection system) as well as through paper survey collected at the Non Profit Center.

2. **Census Data-** US Census Bureau,

3. **Employment and Education Data-**US Department of Labor, Bureau of Labor Statistics. 2017 – July, National Center for Education Statistics, NCES - Estimates of Low Literacy.

4. **Housing Data-** US Department of Housing and Urban Development. 2016-Q4 and survey of CDSA low-income tenants

5. **In Person Key Informant Interview-**Key Informants are people who are identified as having special knowledge about potential needs within the community.

6. **Focus Group-**An in-person group interview was conducted by CDSA staff with unsheltered individuals.

CDSA, Inc

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Enid, OK 7301
580/242-6131, www.cdsaok.org

Community Needs Assessment Survey

CDSA regularly conducts a survey to determine what the needs are in your community so we will know where to best focus our efforts and funding. Your help in completing this survey is sincerely appreciated.

Please list your City_____, County_____, and Zip Code_____

Check the response that best represents you.

4. What is your gender?

☐ Male   ☐ Female   ☐ Non-Binary

5. What is your ethnicity?

☐ Hispanic   ☐ Non-Hispanic

5. What is your race?

☐ White or Caucasian   ☐ Black or African American

☐ Asian   ☐ American Indian or Alaska Native

☐ Native Hawaiian or Other Pacific Islander

☐ Other_____

7. What is your highest level of education completed?

☐ Less than 9th grade   ☐ 9th-12th grade (no diploma)

☐ High School Diploma/GED   ☐ Technical School/Votech

☐ Some college (no degree)   ☐ Associate's degree

☐ Bachelor's degree   ☐ Graduate/Professional

6. What best describes your household?

☐ Two Parent   ☐ Single Parent Female

☐ Single Parent Male   ☐ Multifamily household

☐ Single person   ☐ Two adults no children

☐ Grandparent(s) raising grandchildren

9. WRITE IN THE NUMBER of persons for each age group in your household.

____ 0-2   ____ 3-4   ____ 5-9   ____ 10-14

____ 15-17   ____ 18-19   ____ 20-24   ____ 25-34

____ 35-44   ____ 45-54   ____ 55-59   ____ 60-64

____ 65-74   ____ 75-84   ____ 85 and older

10. What is the primary language spoken in the home?

☐ English ☐ Spanish ☐ Other _____

11. Is anyone in your household a veteran?

☐ Yes   ☐ No

12. Anyone in your household receive disability benefits?

☐ Yes   ☐ No

If yes, please mark # of each below:

_____ # of Children   _____ # of Adults

13. What was your total household income last year?

☐ Less than $10,000   ☐ $10,000 - $14,999

☐ $15,000-$19,999   ☐ $20,000 - $24,999

☐ $25,000 - $34,999   ☐ $35,000 – $49,999

☐ Over $49,999

14. Mark the choice that best describes you:

☐ Client of Agency
(Have received services from agency. Example – Tax Preparation)

☐ Agency Board Member

☐ Agency Volunteer

☐ Representative of an educational institution
(Public or private school, college, technical school)

☐ Representative of a government entity
(City, County, State, or Federal)

☐ Representative of a private organization
(Business, local civic group)

☐ Representative of a faith-based organization
(Church or other religious organization)

☐ Representative of a community based organization
(Nonprofit entities providing direct services)

☐ General Public
(Have NOT received services from the agency)

15. What are the MOST important program/services you would you like to see continued in your community?

☐ Emergency Assistance

☐ Early Childhood Services

☐ Affordable Housing Development

☐ Youth Training & Education

☐ Prescription Assistance

Other:

_____

_____

_____

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16. How much does each item rate as a need in your community? *Please check only one rating for each need listed*

NUTRITION	No Need	Some Need	Great Need	Don't Know
Availability/access to food (grocery store)				
Community Gardens				
Nutrition Education/ Healthy Eating				
Need food				

EMPLOYMENT	No Need	Some Need	Great Need	Don't Know
Job Training				
Help finding a job				
Higher Paying Jobs or Jobs with Benefits				

HEALTH	No Need	Some Need	Great Need	Don't Know
Health Insurance/ Affordable Health Care				
Health Education Services				
Mental Health Services				
Substance Abuse Counseling/Treatment				
RX (prescription assistance)				
Child Immunizations				
Teenage Pregnancy/ Family Planning				
Elder Care				
Vision				
Dental Insurance/ Affordable Dental				

LINKAGES	No Need	Some Need	Great Need	Don't Know
Prisoner Discharge Services				
Public Transportation				
Vehicle Repair Assistance				
Access to Services (WIC, SNAP, SSI, Sooner Care)				

INCOME MANAGMENT	No Need	Some Need	Great Need	Don't Know
Free Income Tax Preparation Assistance				
Gambling Counseling				
Budget/Credit/Debit Counseling				

EDUCATION	No Need	Some Need	Great Need	Don't Know
Early Childhood Education Programs				
GED Classes				
English as a Second-Language Classes				
Computer Skills Training				
Literacy Classes				
Technical and Vocational Training				
Childcare				

HOUSING	No Need	Some Need	Great Need	Don't Know
Decent affordable houses to RENT				
Decent affordable houses to BUY				
Weatherization (Home Energy Improvement)				
Home Repair				
Home Buyer Education				
Handicap Accessibility Housing				
Senior Citizens Housing				
Rental Assistance				
Utility Assistance				

COMMUNITY	No Need	Some Need	Great Need	Don't Know
Safe Neighborhoods, sidewalks, parks				
Homeless Shelter				
Senior Activities				
Recreational Activities				
Youth Activities				
Crime Prevention				
Additional Health Care Facilities (Doctor's Offices, Clinics, Pharmacies)				
Legal Assistance				
Volunteer Opportunities				

Please describe any other need that was not listed above:

_____

_____

Thank you for your participation!

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